

July 23, 2014

RE: REQUEST FOR INFORMATION AND DEMONSTRATION, RFI IZRFI001

The State of Missouri, Missouri Department of Revenue (Department) is reviewing the possibility of incorporating a mobile application(s) that will enhance online interaction with the Department. The Department offers online services today, such as renewal of license plates, status updates for license applications, etc. The Department would like to expand its online services with a mobile application that also includes some or all of its current online capabilities.

If your organization: (1) currently markets or provides agencies with mobile applications that provide customers and constituents with a mobile application capable of performing license plate renewal for the Department; and (2) is willing to demonstrate your product if requested by the State of Missouri, then please submit your written response to this document to my attention by **AUGUST 8, 2014 BY 2:00 P.M. CST** at the following address: Philip Reed, phil.reed@oa.mo.gov (preferred submission method) or deliver to Office of Administration, Information Technology Services Division, 301 West High Street, Truman Building, Room 270, Jefferson City, MO 65101. (See paragraph 5 of the attached Request for Information and Demonstration document for instructions regarding vendor response.)

This request for information is for informational purposes only. This is not a request for proposal. It does not constitute a solicitation and shall not be construed as a commitment by the Department.

Following review of the written responses and upon viewing any requested demonstrations, the Department will decide if it is in the best interest of the state to competitively bid the system requirements by issuing a formal Request for Proposal document, including associated terms and conditions.

I sincerely appreciate your interest. If you should have any questions regarding this document prior to submitting your response, please call me at 573-751-3100.

Sincerely,

Philip Reed
Client Services Manager supporting Missouri Department of Revenue
Office of Administration - Information Technology Services Division

Attachment

REQUEST FOR INFORMATION AND DEMONSTRATION
TITLE: MOBILE APPLICATION
AGENCY: DEPARTMENT OF REVENUE
BUYER:
TARGET DUE DATE: AUGUST 8, 2014 AT 2:00 P.M. CST

1. Purpose: Through this Request for Information and Demonstration (RFI&D) document, the State of Missouri, Department of Revenue desires to acquire information from vendors regarding services available to assist government agencies with expanding their online presence through mobile applications. The Department offers a variety of online services that may be viewed by visiting dor.mo.gov/online.php. The Department is particularly interested in knowing more about mobile applications for vehicle registration renewals. In that respect, the Department is interested in the following:

- Potential mobile technology partners available;
- Gather information on the mobile technology approach and solutions offered by potential partners for renewal of license plates;
- Gather information on how potential technology partners incorporate security solutions to ensure the confidentiality and integrity of mobile license plate renewal transactions.
- Gather information on the applications ability to be quickly and easily modified at the request of the Department;
- Gather information on potential cost of available services;
- Gather an understanding of technical and customer support available to the Department by the partner; and
- Recommend next steps in this process for the state of Missouri.

The information received and the demonstrations seen in response to this document will be reviewed to assist in determining overall technical capabilities for Department integration with mobile applications along with the ability to provide adequate customer service.

NOTE: PURSUANT TO RSMo. 610.022 "OPEN RECORDS LAW", ALL DOCUMENTATION SUBMITTED IN RESPONSE TO THIS RFI&D SHALL BE CONSIDERED PUBLIC INFORMATION.

2. Background: Since vehicle registration renewals is our primary interest, below is what is required for a person to be eligible to renew online today. Similar requirements would still need to be met for a mobile application process.

- The mobile application must authenticate the user by accepting the PIN (personal identification number) assigned by the Department as is printed on their license plate renewal notice. A pin is not provided and an applicant may not renew online if their county does not submit personal property tax information to the Department.
- The mobile application must allow the customer to enter specific information from their paid personal property tax receipt and verify information against Department systems. The mobile application must be able to verify insurance and be able to verify specific safety and emissions inspection information.
- The mobile application must prohibit the renewal if the registration is expired for more than 30 days.
- The mobile application must support electronic payment by use of E-Check, a debit card, or major credit card.

- The mobile application must provide a receipt for the transaction that is printable and can be used by the applicant for up to 30 days while the tabs are being mailed.
3. Vendor Response to Request for Information: Please fully describe how your organization could assist with creating a mobile application capable of connecting the Department's customers with the services it provides and expanding what services it can provide through the application.
- 4.1 Vendor's response should be submitted in e-mail or written containing PDF copies of the following:
- 4.1.1 Brief Executive Overview/Summary of services offered to other companies and/or state agencies.
- 4.1.2 Detailed responses to the seven interests of the Department identified under Section 1 of this attachment.
- 4.3 While detailed pricing information is not required as part of this RFI&D, the vendor should explain in the detailed response the pricing structure for their services and support.
- 4.4 References - The vendor should provide in the detailed response a complete list of ALL current customers (including all government customers) who have acquired and implemented a mobile application from the vendor. The list should include the following:
- Company name:
Contact name:
Contact title:
City and state:
Telephone number and area code:
Availability status if contact is requested by the evaluation team.
5. Demonstration Requirements: After reviewing the responses to this RFI&D, the vendor may be requested to give an overview presentation, followed by a detailed presentation. Following the presentations, the vendor may be requested to actually install tools on-site to allow state agencies an extended evaluation opportunity.

Sincerely,

Philip Reed
Client Services Manager supporting Missouri Department of Revenue
Office of Administration - Information Technology Services Division
573.751.3100